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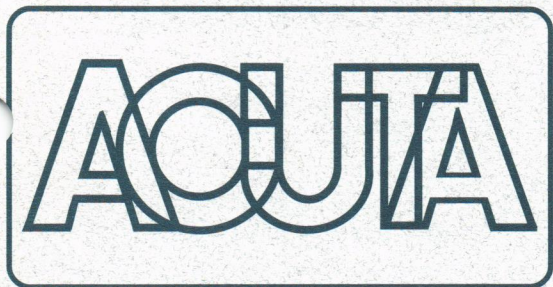
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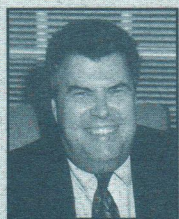
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ADDRESSING VOICE, DATA, AND VIDEO COMMUNICATIONS NEEDS FOR HIGHER EDUCATION

April 1999



From the President

Buck Bayliff
Wake Forest University

Buck Bayliff

ACUTA is more than just a listserv!

As listserves, e-mail, conference calling, and other communications technologies become increasingly more vital to the way we do our jobs, have you stopped lately to consider the real people who make this Dick Tracy/Buck Rogers world a reality? Take a few minutes to think about the employees in your organization. Do you still communicate frequently on a personal, face-to-face basis, or do you just e-mail and conference call them? I am reminded of a comment that Joe Callaway made at the conference in Anaheim a few years back: "The front line doesn't lie!" This still holds true today, and we must not forget that none of the technology works without the front line!

With the end of my term just a few months away, I would like to remind you about all the real people who make ACUTA work. First there is the ACUTA office itself, a staff of ten people who work daily to ensure that the listserv works, programs are developed, newsletters and journals get published, and we have a place to take advantage of educational opportunities to further our careers. Of course this is just a short list. Many thanks to this group of dedicated individuals for all the hard work in helping to bring ACUTA to where it is today.

ACUTA also has some hardworking volunteer groups engaging an impressive number of our members. The

Continued on page 2

Calling-Party-Pays Cellular to Get Legislative Push from Cellular Industry

Cellular and other wireless telecommunications technologies are increasingly in use on college and university campuses. Although there are many excellent applications for this technology in a campus environment, ACUTA members should be aware of a pending change regarding how cellular calls can be billed, in order to be prepared for the potential budget impact.

Although it was just recently that FCC Chairman William Kennard indicated he favors implementing Calling-Party-Pays (CPP) wireless services in the United States, it appears many are pushing to do that as quickly as possible.

Calling-Party-Pays involves placing the responsibility for payment of wireless airtime on the caller rather than the called-party. This billing option is often mentioned as a method for increasing cellular usage because it encourages those who use their cellular telephones primarily for outgoing calls (shutting off cellular phones to avoid incoming calls) to use them for incoming calls as well.

However, CPP could present major billing problems when such calls/charges originate from a Centrex or PBX. Wireless associations and others have set April 14, 1999 as a "Lobby Day" to

educate Congress on CPP and other wireless issues. There are indications that the FCC may initiate a Notice of Proposed Rulemaking (NPRM) within a few months regarding the implementation of CPP.

In response to a previous Notice of Inquiry (NOI) by the FCC regarding CPP, ACUTA filed comments with the FCC in June, 1998 in cooperation with the Ad Hoc Telecommunications Users Committee. That document is available via the ACUTA Web site at www.acuta.org/html/cpp1.html.

In addition, there is an excellent Cellular Telecommunications Industry Association (CTIA) description paper on CPP at www.wow-com.com. The specific URL for the CPP paper is <http://www.wow-com.com/techops/implementation/cppdescrip.cfm>.

It now appears this issue will be dealt with shortly on the national level. Depending on the implementation design, there could be serious implications for ACUTA members. Thus, we encourage members to read the documents noted here in order to familiarize themselves with the issue.

Contact the committee via Jeri Semer, ACUTA Executive Director, at jsemmer@acuta.org or 606/278-3338.

Midwest Local Event

The first-ever ACUTA Midwest Local Event—hosted by Indiana University at Bloomington, June 7 and 8—provides a unique opportunity to participate in enlightening discussions of timely topics and high quality networking with other telecommunications professionals at a very reasonable cost.

Continued on page 3

Register Today! Schools \$50 Companies \$75

Topics for this event include:

The Next Generation Network
Regulatory & Legislative Update
Grant Sources
Wireless Technologies
Unified Messaging
Hot Topics—Interactive Discussion

President's Message

Continued from page 1

ACUTA officers and Board consists of nine people. There are three Board committees—Bylaws/Policies, Finance, and Nominations—that involve a total of 15 people. Our front liners are the 115 volunteer members which form the following standing committees: Awards, Editorial Review Board, Higher Education Advisory Panel, Legislative/Regulatory Affairs, Marketing, Membership, Program/ Education, Publications, Vendor Liaison, and Student Paper Task Force. Thanks to each of you for your willingness to take time away from your job and family to accomplish the mission of ACUTA.

Nominations for new officers and board members are open. Voting members, please take time to respond with your vote when your ballot arrives. Everyone, why not take the time to serve on a committee, be a speaker, or write an article for the newsletter or journal. Technology is just technology; it is you the member, our front line, that adds the value. Stay in touch.

Achievement Award Nominations

Margie Milone

*ACUTA Immediate Past President
Kent State University*

The Awards Committee is pleased to announce that nominations are now open for ACUTA's 1999 Achievement Awards. Traditionally, ACUTA has honored 4-5 members in this way each year at the Conference in July, recognizing individuals for their contribution to ACUTA, higher education, and the telecommunications profession.

Has someone been especially helpful with a dilemma you faced? Do you know someone who found a unique solution to a perplexing situation?

ACUTA Achievement Awards provide an opportunity to reward creative or innovative thinking or a willingness to serve others in the higher education telecommunications profession.

Past winners have included members, from both schools and companies, who have gone out of their way to share

their knowledge with other members; ACUTA committee chairs or members who have undertaken new projects beyond their normal workload; and members who have demonstrated their ability to effectively handle unexpected situations on their campuses.

In addition to the honor of recognition within the professional association, peer selection makes the Achievement Awards especially meaningful.

Simply submit your nomination(s) in writing, stating the name of the nominee and the reason for the nomination. Winners are selected by the ACUTA Awards Committee and announced at the Annual Conference in July.

Submit nominations via mail, fax, or e-mail by June 1 to: Lisa Cheshire, ACUTA Awards Cttee. Staff Liaison, 152 W. Zandale Dr., Ste. 200, Lexington, KY 40503 Fax 606/278-3268; e-mail: lcheshire@acuta.org.

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Van Houweling to Speak on Internet2

For our keynote address at this year's conference, Douglas E. Van Houweling will present an insider's look at Internet2. Until only a few years ago, we could not have envisioned the impact that the Internet would have on us at home and at work. Our ability to access and provide information over the Web, e-commerce, and the massive computing and data transactions that are now possible were not imagined a few years ago. Dr. Van Houweling will help us envision where Internet2 may lead us in the future, including how it may impact how we manage our networks and conduct our business.

Van Houweling is President and CEO of the University Corporation for Advanced Internet Development (UCAID). UCAID is a consortium of U.S. research universities, in collaboration with private and public sector partners, currently engaged in the Internet2 project to advance networking technology and applications for the research and education community.

Prior to undertaking his responsibilities at UCAID, Van Houweling was Dean for Academic Outreach and Vice Provost for Information and Technology at the University of Michigan. He has played a major role in the developing the Internet environment in the United States, establishing numerous cooperative information technology initiatives among universities.



**28th Annual
Conference &
Exposition**
July 18–22
Nashville, TN
Opryland Hotel

Pre-Conference Seminars

- Campus Wireless Applications
- Intro to Telecom/Data Networking
- Telecom Auditing as a Tool to Lower Costs
- How to Implement a Disaster Plan on Your Campus

Save \$\$

when you register by
June 11

www.acuta.org/html/nashville.html

Local Event

Continued from page 1

For those who have limited travel and seminar budgets (and who doesn't?) this event is designed to minimize expenses and time away from the office. Lunch on Monday and Tuesday, breakfast on Tuesday, breaks, and a reception on Monday night are all included in the cost, which is only \$50 per person for school members and \$75 per person for companies.

Pre-register online at www.acuta.org/html/local99.html or call Amy Conrad at ACUTA, 606/278-3338. On-site registration begins at 10:00 a.m. Monday, June 8. The meeting ends Tuesday, June 9, at 1:00 p.m.

We would also like to give special thanks to our host, Indiana University at Bloomington, and the planning committee: Linda Bogden-Stubbs, SUNY Health Sci. Ctr., Syracuse; Anthony Mordosky, Bradley Univ.; Marianne Chitwood, Indiana Univ.; Anthony Tanzi, Brown Univ.; Dave Wirth, Telcordia Technologies, Inc.

A local event can be planned and/or hosted by any member institution that has an interest. A handbook has been developed to help with all aspects of the planning process. For more information on this or the upcoming local event, feel free to contact any member of the planning committee.

Michael Zastrocky Describes Enterprise 2004

At the Winter Seminar in New Orleans in January, Michael Zastrocky of the Gartner Group delivered an insightful and thought-provoking presentation entitled *Enterprise 2004: An Overview of Information Management*. Key issues he addressed included:

1. What factors will drive demand for information technology in the year 2004?
2. How will higher education institutions acquire or build the management information systems necessary to support IT changes and the way institutions will conduct the business of higher education in the 21st century?
3. How will higher education resolve academic and administrative year 2000 problems?
4. What factors will influence the supply of information technology capability and capacity in the year 2004?

"Presidents and executive leaders at many institutions are concerned about the long-term viability of their institutions and increasingly view IT as strategic to higher education," Zastrocky remarked. "Some executives view the concepts of the virtual university and distance learning as the beginning of a 'new era' in higher education, while others fear these concepts will spell the demise of their institutions."

According to Gartner Group research, top CIO technology issues for 1999-2002 will be the Internet, intranets, and extranets; NT deployment strategies; enterprise packaged solutions; network management; and data mining.

One critical issue CIOs face, according to Zastrocky, is business alignment, which he identified as a network and systems management (NSM) issue. "IS organizations that have great applications but no management effectively have cars without gas pedals or brakes in that the business applications do not know what direction to pursue. NSM solutions provide the basis to control the environment, guiding it forward or limiting the potential. By addressing the NSM requirements, IS organizations can effectively address the more known, understood, and problematic issues in the technology components

of systems and network management."

As network managers introduce technology innovation to the LAN, WAN, and computing environment, they see the network becoming a service or utility, said Zastrocky. "As a critical mass of users and applications make use of the network, it becomes a critical service of the enterprise....From purchasing the right equipment to choosing configuration settings, to integrating new equipment with the existing network, nothing seems to be easy for enterprises."

The Gartner Group predicts that through 2002, successful enterprises will invest 75 percent of their NSM budgets in process and organizational development, calling this a strategic investment which should take precedence over NSM technology.

Zastrocky also discussed the growing movement to distributed learning and collaboration. "Competition will push 80 percent of traditional higher education institutions in the United States to deliver 60 percent of undergraduate content through distance learning by 2003," he remarked, citing such "non-traditional" educational providers as California Virtual University, Western Governors University, and others.

Predicting a 50 percent shortfall in the supply of application development professionals by the year 2004, Zastrocky said the solution lies not just in supply but also in demand. "Tools, techniques, and designs must be developed that limit demand for the small number of highly technology-competent and expand the development and modification of applications to a more general population." He recommends supply strategies such as partnerships, hiring and retention programs, and outsourcing, as well as demand strategies such as following "best practices," shifting activities to users, establishing technology standards, and acquiring flexible, reusable applications.

Learn more about some of these ideas at Michael Zastrocky's session entitled Critical Challenges in Hiring and Retaining IT Talent at ACUTA's Annual Conference in July.



Spotlight

Welcome to one of ACUTA's newest Corporate Affiliate members:

3M Corporation's Telecom System Division provides materials, components, products, and services for high-grade wiring systems and equipment. 3M's Volition brand fiber-optic cabling system is tailored for high-speed local networks serving multimedia applications to desktop computers. *Gia Duncan, 512/984-4813*

Board Report

March

The Board of Directors met by conference call on March 4, 1999. The following are highlights of that call:

- ACUTA's Investment Performance Reports through 12/31/98 showed a good return on our investments for the full calendar year.
- The Board approved \$6,042 to be used to upgrade the Lexington office software at a substantial discount offered by the vendor. The new software will enable members to access certain ACUTA databases dynamically.
- A follow up e-mail was sent to schools and faculty members in regard to the Student Paper Competition. The deadline for submission is April 2nd.
- The program for the Annual Conference is being finalized. The keynote speaker will be Dr. Douglas VanHouweling, President and CEO of the University Corporation for Advanced Internet Development.
- Applications for the Institutional Excellence Award are currently being reviewed.

Respectfully Submitted,

Linda Bogden-Stubbs

Linda Bogden-Stubbs
SUNY Health Science Center
ACUTA Secretary/Treasurer

Near-TV-Quality Over Net

Snap, the Internet service of NBC and C/Net, will use new phone and cable technologies to offer subscribers high-speed delivery of near-TV-quality audio and video over the Internet, according to *USA Today* (1/19/99). The new service will also be offered in customized versions by Bell Atlantic, SBC, and GTE.

ACUTA Surveys Members on Unauthorized Telecom Charges and Files Comments with the Federal Trade Commission

On March 23, a random sample of 50% of ACUTA member institutions received a faxed survey regarding unauthorized charges that appear on your telephone bills.

Unauthorized charges may take the form of "cramming"—services that you did not order such as long distance calling plans, international call-back services, sweepstakes, clubs, psychic lines, voice mail, pager service, and numerous other schemes that result in charges billed to the university rather than to the party who ordered the service.

They can also include unauthorized changes in your local toll or long distance carrier ("sliding" or "slamming"). We recently heard from a member about a new variety of telecom fraud—"jamming." A consumer might never find out if they've been jammed, because it occurs when an unauthorized PIC freeze is placed on your local toll service so that your local toll service provider can't be changed. (Who names these things? I think they deserve some sort of creative writing award!)

However, the problem is serious and costly for ACUTA members. We have received reports of hundreds of dollars per month in unauthorized charges, and many hours of staff time resolving them. In order to quantify the problem that we believe is growing significantly, to provide credible data to government agencies pursuing this problem, we decided to gather data from ACUTA member institutions.

If you have received the survey on unauthorized charges, please take the 15 or so minutes needed for you or a staff member to complete and return it to ACUTA. We must have a good response rate to this survey in order for the data to be valid. We intend to present the information to the Federal Communications Commission (FCC) and the Federal Trade Commission

From ACUTA Headquarters

Jeri A. Semer, CAE
Executive Director

Jeri Semer



(FTC) to point out to them the burden that this is placing on institutions and the urgency of the situation.

On the same topic, ACUTA filed comments with the FTC in early March, in a rulemaking designed to expand the current 900 number rules to address the unauthorized charges problem. The agency's proposal would require express authorization from the party actually responsible for paying the telephone bill before placing any charges for products or services on the bill (except for blockable 900 calls). For recurring charges such as voice mail or club memberships, it would require a pre-subscription agreement with the party responsible for paying the bill. We are in agreement with the FTC's basic proposal, and made some suggestions to strengthen it.

A copy of ACUTA's filing is available on our Web site, in the Legislative/Regulatory section, at www.acuta.org/html/ftc1.html. More information on the FTC's rule review is available on the FTC Web site, at www.ftc.gov/bcp/adcon/900rule/900.htm.

I am looking forward to hearing FCC Commissioner Harold Furchtgott-Roth address these and other critical issues at the ACUTA Spring Seminar April 18-21 in Alexandria. If you haven't already registered, you'll be missing out on information that will directly affect your institution's telecom operations and financial performance.

I hope that you will assist us by completing and faxing back the survey if you receive it. Feel free to call or e-mail me with any questions about these or other Legislative/Regulatory issues at jsemmer@acuta.org.



D C at a Glance

Whitney L. Johnson

Local Number Portability (LNP)

Did you notice new charges on your last phone bill? The local exchange carriers (LECs) are now billing customers to cover the cost of LNP implementation. The LECs had previously indicated that they were facing costs of up to about \$3 billion in order to be able to handle LNP. The FCC set specific deadlines, in spite of the cost, for the 100 largest metropolitan areas; but, the FCC also authorized passing the costs on to their customers. These charges are supposed to be paid up in five years and will not be charged after that. *The Telecom Manager's Voice Report* (VR—formerly 411 Newsletter) noted that these charges would begin to appear on bills beginning in March. The rates range from Ameritech's 41 cents per line to 53 cents per line with U. S. West. In between were Pacific Bell at 50 cents, Southwestern Bell at 48 cents and GTE at 43 cents per line. (VR 3/1/99)

As mentioned on ACUTA's Legislative and Regulatory Affairs Committee call this month, Bell Atlantic notified some customers that their rate would be 24 cents per line. From the discussion it appears that these rates will be made retroactive to 1/1/99 and will be applied to all centrex lines on campus. There will likely be factors applied to T1s and other types of connections between the LEC and the campus PBX. For example, a T1 may be billed by some LECs as 9 lines rather than the full 24 lines.

It would also appear that there is no chance for negotiation as the LECs feel authorized by the FCC to recover costs. If the above numbers are correct, a campus in Pacific Bell territory with 10,000 centrex lines could be facing an annual increase in the range of \$60,000 which would be paid to the LEC. One committee member had heard of an institution using centrex on five campuses where the LNP cost might be over \$250,000 for the year.

FCC Spectrum Auction

Telecommunications Reports (TR 3/1/99) noted that the FCC had cleared 52 applicants to participate in the auctions of 356 block broadband personal communications services (PCS) licenses to be bid beginning March 23. Only about half of the organizations that applied had been accepted at the time of writing, but there were still a few days for rejected applicants to refile so the number of bidders could increase.

The location and monitoring service (LMS) spectrum auction which ended on March 5 raised \$3.4 million, according to TR 3/8. This spectrum is to be used for systems supporting the government's "smart highways" program. Interesting note: In this bid process there were 528 licenses in the auction but only 289 were sold, and these went to 4 bidders. One bought 230 licenses, another bought 52, then a company got 5 and one company got 2. It will be interesting to see how the PCS spectrum auction ends up. The first time around the total of the bids was in the billions of dollars, but this second auction is needed because many of the bidders were not able to pay for what they bought and, in fact, some went bankrupt.

Universal Services Fund

The last of the funding commitments for 1998-1999 to schools and libraries have been sent out. The total commitment for this funding cycle, from January 1998 through July 1999, came to about \$1.66 billion. The total funds authorized by the FCC was \$1.925 billion. Some of the funds, \$220 million, are being held in reserve to be used if applicants are successful in appealing rejection of requests and if any subsidies are required by FCC action. The remaining \$45 million will be used to cover administrative costs for the first 20 months of the program.

Pay Phone Billing

A billing agent for more than 2,000 independent payphone service providers

has filed a federal lawsuit against at least one company that sells prepaid calling cards and has refused to pay the 24 cents per call made using their cards from pay phones. As you know, this is the charge that the FCC ordered to go to the owner of the pay phone being used. The lawsuit was filed in Virginia on February 22. (TR 3/1)

FCC Audits

A few months ago the FCC staff made some audits of the LECs and reported that there were often lots of equipment listed by the LEC for depreciation that could not be found. The dollar value mentioned for this missing gear was in the range of \$5 billion. The FCC released these audits in March and seems to be leaving further analysis to state commissions. Some company representatives have indicated that this has been a way for the LECs to hide access cuts that should have been passed on to the consumer. (TR 3-1)

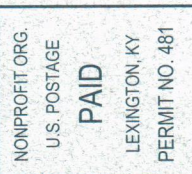
Hang Up and Drive

Legislatures in at least 13 states are considering prohibiting or restricting the use of wireless phones while driving. Using the phone, it seems, prevents the driver from paying proper attention to the operation of the vehicle. There are indications that many accidents have occurred because the driver was distracted by the use of a wireless phone. (Seems like this should have been obvious...) The bills under consideration would impose fines ranging from \$75 to \$500 for each offense. (TR 3/8)

FCC and the Internet

The FCC has indicated that dial-up calls to the Internet are interstate communications and are subject to federal jurisdiction. However, FCC Chairman Kennard has also said "that the FCC has no intention of making computer users pay long-distance fees for dial-up access to the Internet...." Quoted by the Associated Press, Kennard said on March 12, "As long as I'm chairman of the FCC this agency will not regulate the Internet."

Update.....



Positions Available

For complete details of these and other positions available, access the ACUTA Web site. If you do not have Internet access, call Pat Scott at the ACUTA office (606/278-3338) to receive a printout of current listings. Please submit position-available information electronically to Aaron Fuehrer at afuehrer@acuta.org or to ACUTA's homepage: <http://www.acuta.org>. **If you post a position, please notify Aaron when the position is filled.**

- **Operations Manager, Duke University**

Contact: Paula Loendorf, Tele/Video Communications, Duke Univ. 129 TelCom Bldg, Box 90210, Durham, NC 27713

- **Asst Prof/Instructor, Telecom, SUNY Inst of Tech. at Utica/Rome**

Contact: Rosemary Mullick, Ph.D., Dean, School of Info Systems & Engineering Technology, SUNY Inst of Tech., P.O. Box 3050, Utica, NY 13504-3050. E-mail rosemary@sunyit.edu.

- **Manager of Campus Networking, Univ. of Maine, Orono**

Contact: John Gregory, Univ. of Maine, Information Technologies, Neville Hall, Orono, ME 04469-5752

- **Telecom Technician (Senior Staff Asst SL-3), SUNY Geneseo**

Contact: Chair, Telecom Search Committee, SUNY Geneseo, Erwin 11, 1 College Circle, Geneseo, NY 14454. Call 716-245-5631

Welcome New Members

Institutional Member

- D'Youville College, Buffalo, NY. Mark Ford, 716/881-3200. T1
- Kentucky Christian Coll., Grayson, KY. Jeffrey Wentz, 606/474-3236. T1
- Simpson College, Indianola, IA. Kelley Bradder, 515/961-6251. T1

Corporate Affiliates

GOLD LEVEL

- Cisco Systems, Inc., San Jose, CA. Judy Jones, 408/526-8728

SILVER LEVEL

- Flashcom, Westminster, CA. Cliff Goldman, 714/891-7891 x257

COPPER LEVEL

- Cass Communications, Inc., Evanston, IL. Jim Bilello, 847/733-3112
- Falls Earth Station, Inc., Madison, NY. Jerry Barnes, 315/893-1826

Telecom Safeguards 2000 (Seminar from Telecom Manager's Voice Report)

How to Get Everyday Benefits from Disaster Planning and Prevention will be the topic at this event to be held in Washington D.C. May 10-11. Among the speakers are ACUTA members Mary Campbell, Georgetown Univ., and Rich Lehn, Univ. of North Dakota. For more information call 800/260-1545.

Bytes Get a Bit Better

According to *Science* (3/12/99), the International Electrotechnical Commission, which creates standards for electronic technologies, is adopting new prefixes to describe data values. A "kibibyte" will more accurately describe the number of bytes in a kilobyte—rather than being 1,000, as could be inferred by the prefix "kilo," a kilobyte actually has 1,024 (2^{10}) bytes. Metric prefixes (kilo, mega, giga, etc.) accumulate on the basis of powers of 10, rather than the binary system used in computer code. Thus, the Commission will use kibi, mebi, gibi, tebi, pebi, and exbi to express exponentially increasing binary multiples (2^{10} , 2^{20} , etc.).

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